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Declarations under Rule 4.17:

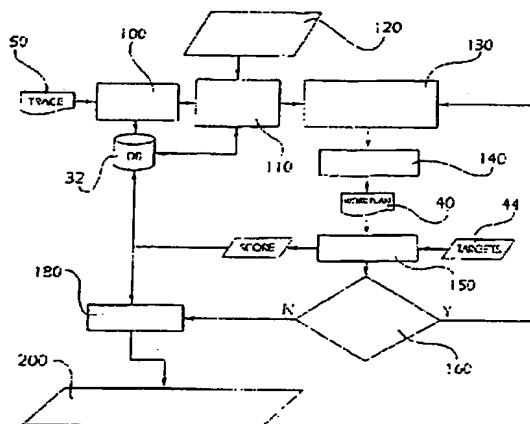
as to applicant's entitlement to apply for and be granted a patent (Rule 4.17(ii)) for the following designations AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NI, NO, NZ, OM, PG, PH,

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(54) Title: METHOD AND SYSTEM FOR TUNING A TASKSCHEDULING PROCESS



(57) Abstract: This invention relates to a method of tuning a task scheduling algorithm for assigning tasks (14) to resources (16) of a workforce management system, the scheduling algorithm being arranged for calculating a work plan (22) on the basis of resources availability and tasks to be carried out by said resources and as a function of predetermined scheduling parameters (24). The method is characterised in that it comprises: selectively modifying (120) at least a predetermined subset of scheduling parameters; running (140) the scheduling algorithm on the basis of said parameters, resource and task data, for each modified subset of parameters, to calculate respective work plans (40); applying a score function (150) to each of said work plans for calculating respective score values representative of the degree of achievement of one or more targets (44) by each work plan; and selecting (200) the work plan to be used by said workforce management system as the work plan being attributed a score value complying with a predetermined selection criterion, i.e. a highest score. The invention relates also to a system and a computer program or computer program set to be run on said system, arranged to carry out such a method.

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WO 2005/041077 A1



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